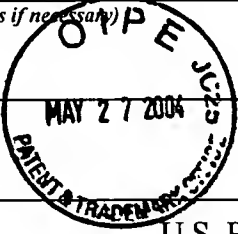


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				U.S. PATENT DOCUMENTS			
Examiner Initial		Document Number	Date	Name	Class	Sub- Class	Filing Date (if appropriate)
FOREIGN PATENT DOCUMENTS							
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)							
/G.P./		Gainer, Jeff, "Process Improvement: The Capability Maturity Model" [online], May 10, 1998 [retrieved on May 17, 2004], 3 pp., Retrieved from the Internet: http://www.itmweb.com/f051098.htm					
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